CITY OF HOUSTON

Job Posting

1	*Applications accepted from:*	ALL PERSONS INTERESTED
2	*Job Classification*	TECHNICAL HARDWARE ANALYST III
3	*Posting Number*	PN #106771
4	*Department*	HOUSTON POLICE
5	*Division*	TECHNOLOGY SERVICES
6	*Section*	N/A
7	*Reporting Location*	33 ARTESIAN, 2nd FLOOR*
8	*Workdays & Hours*	MONDAY – FRIDAY, 8:00 A.M. – 5:00 P.M.*

*Subject to change

9 *DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS*
Serve as team leader and supervise the activities of Server Support Section technicians. Lead team in daily trouble tickets and provide troubleshooting assistance to technicians as needed. Research and evaluate network based equipment and software. Collaborate with Houston Police Department Technology Coordinators to create strategic plans to enhance customer satisfaction. Provide employees and Technology Coordinators with training material to help maintain and increase service levels. Work closely with other city departments to ensure completion of projects, clarify information, and distribute reports. Identify customer needs and present appropriate product and services. Manage and maintain all departmental Novell, NT and Windows 2000/2003 servers, Novell GroupWise/Netmail email system, Xiotech 3D San system, Blackberry system, and the operation of Zenworks for servers/desktops. Effectively communicates in writing, verbally, non-verbally and interpersonally.

10 *WORKING CONDITIONS*
There are occasional minor discomforts from exposure to less-than optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

11 *MINIMUM EDUCATIONAL REQUIREMENTS*
Requires an Associate's degree in Computer, instrumentation or electronics discipline or the equivalent, such as certification in a technical/specialty program of up to three years in duration.

12 *MINIMUM EXPERIENCE REQUIREMENTS*
Four (4) years of experience in the design, installation, operation, and/or maintenance of a computerized data communications network or industrial control system are required.

13 *MINIMUM LICENSE REQUIREMENTS*
Must have a valid Texas Class "C" driver's license and be in compliance with the City of Houston's policy on driving. (AP 2-2).

14 *PREFERENCES*
Preferences will be given to applicants with certifications in computer systems repair (ie. A+ and N+ Certification). Preference will also be given for applicants who have experience in large-scale deployments of computer systems in a Novell or Microsoft based network environment. Knowledge of the Novell and Microsoft Network Operating systems is a plus.

15 *SELECTION/SKILLS TESTS REQUIRED*
None, however the Department may administer a skills assessment evaluation.

16 *SAFETY IMPACT POSITION*   ☒Yes   No
If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

17 *SALARY INFORMATION*
Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range – Pay Grade 23
$ 1,347.00 - $ 1,856.00 Biweekly $ 35,022.00 - $ 48,256.00 Annually

18 *OPENING DATE*   September 14, 2005

19 *CLOSING DATE*   September 27, 2005

20 *APPLICATION PROCEDURES*
Original applications only are accepted and must be received by the human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, First Floor. **Successful candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. Our TDD phone number is (713) 837-9496.**

An equal opportunity employer

S.L./J.B.A. 441.3